

Dee May
Assistant Vice President
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RECEIPT



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October 25, 2002

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Anthony Dale
Federal Communications Commission
455 12th Street, S.W.
Washington, DC 20554

Federal Communication Commission
Bureau / Office

Dear Mr. Dale:

Enclosed, pursuant to Condition V, Paragraph 16 and Attachment A of Appendix D to the order approving the merger between Bell Atlantic and GTE ("Merger Order") are Verizon's performance measurement results for September 2002. We are providing you with disks containing ASCII files of the results in the format you requested. An additional disk provides two reports that were requested by CCB staff. One report summarizes the voluntary payments for Performance Plan Years 1 and 2 through the August 2002 performance month by state and the other report provides a summary by metric for the same time period.

Individual CLEC results for both the former GTE states and Bell Atlantic states are available on the web site. These CLEC-specific reports should be treated confidentially in accordance with the terms of the Merger Order, Appendix D, Attachment A, ¶ 1.

In a few instances, the measurements reported do not precisely match the definitions stated in Attachments A-2a and A-2b. The Attachment to this letter describes those instances in which there are variations.

If you have any questions, please do not hesitate to call me.

Sincerely,

A handwritten signature in cursive script, appearing to read "Dee May" followed by a stylized monogram or initials.

Attachment

Without Confidential Enclosures

cc: Mark Stone (Without Confidential Enclosures)
Ellen Becker (With Confidential Enclosures)
Whitey Thayer (With Confidential Enclosures)
Mark Stephens (With Confidential Enclosures)

September 2002**Definitional Status for Performance measures:**

Certain issues affect months previously reported, as noted below.

East States:**OR-2 Reject Timeliness**

Product	Month(s)	Comment
Trunks OR-2-12	July 2000 – July 2002	Issue previously documented in the September 25, 2002 cover letter did not indicate that the denominator required correction in addition to the numerator. Additionally process was corrected with the August 2002 data month, rather than the September 2002 data month, as previously estimated.
Resale, UNE OR-1-02, 1-04, 1-06, OR-2-02, 2-04, 2-06	May 2001 – August 2002	Certain LSR's were incorrectly defaulted to the gateway system and were measured using the gateway system time stamp. Process was corrected with the September 2002 data month.

PR-3 Completed within Specified Number of Days**PR-4 Missed Appointments****PR-5 Facility Missed Orders****PR-6 Installation Quality****PR-9 Hot Cut Loops**

Product	Month(s)	Comment
UNE Hot Cuts, POTS-Total PR-3-08, 3-09, PR-4-02, 4-04, PR-4-05, PR-5-03, PR-6-02, PR-9 (fBA-North only)	July 2000 – September 2002	Certain loops were not counted in the metric calculations. Process will be corrected with the October 2002 data month.
Resale, UNE, Retail 2 Wire Digital, Platform, Specials PR-3-08, 3-09, PR-4-01, 4-02, 4-04, 4-05, PR-6-01, 6-02 (fBA North, MD)	July 2000 – September 2002	A small number of UNE 2 Wire Digital orders were counted in UNE POTS Platform and certain Retail/Resale 2 Wire Digital orders were double-counted in Specials and 2 Wire Digital. Process will be corrected with the October 2002 data month for all affected states except MD which was affected for the January 2002 data month only.
UNE 2 Wire Digital PR-4-02, 4-04, PR-6-01	July 2000 – September 2002	Certain types of orders were excluded from the metrics. Process will be corrected with the October 2002 data month.
UNE Hot Cuts PR-6-02-3520 (DC, MD, VA, WV, DE, MA, NH, VT, ME, RI)	July 2000 – September 2002	Denominator included total loops instead of only Hot Cuts. Process will be corrected with the October 2002 data month.

Resale Flexpath, PRI-ISDN PR-6-01 (fBA North only)	July 2000 – September 2002	DSO level circuits associated with Flexpath and PRI-ISDN lines were incorrectly included resulting in an overstatement of the denominator. Process will be corrected with the October 2002 data month.
UNE Specials PR-4-01, 4-02, PR-6-01 (fBA South only)	April 2002 – September 2002	UNE Platform PRI orders were not captured in Specials DS1. Process will be corrected with the October 2002 data month.
Resale, UNE, Retail 2 Wire Digital, Platform, POTS-Bus, POTS-Res, POTS- Total, Specials, xDSL PR-4 (except PR-4-07)	July 2000 – September 2002	Orders with a due date on Saturday, Sunday or holiday, that were subsequently missed, were not included in metric calculation. Process will be corrected with the October 2002 data month.
Resale, UNE, Retail PR-3, PR-4, PR-5, PR-6, PR-9 (DC, MD, NJ, VA)	April 2002, June 2002, July 2002	Some records were incorrectly excluded as duplicates. Process was corrected with the August 2002 data month.
Resale, UNE, Retail 2 Wire Digital PR-4-04 (DC, MD, VA, WV)	June 2002 – October 2002	Orders missed for facility reasons were incorrectly included in metric. Process will be corrected with the November 2002 data month.
UNE Hot Cuts PR-6-02 (fBA North only)	April 2002 – August 2002	Troubles that are not classified as Hot-Cuts were erroneously included in the numerator. Process was corrected with the September 2002 data month.
UNE LNP PR-4-07	January 2002 – August 2002	Some orders were incorrectly excluded from this metric. Process was corrected with the September 2002 data month.
Resale, UNE, Retail PR-3, PR-4-01, PR-4-04, PR-4-05, PR-4-14	July 2000 – August 2002	Issue previously documented in the July 25, 2002 cover letter was not corrected for Platform, POTS-Bus, POTS-Res, POTS-Total for metrics PR-3-08, 3-09 for the Mid-Atlantic states with the July data month as stated. Process was corrected with the September 2002 data month.
UNE IOF, Specials PR-4-01, PR-4-02 PR-6-01 (fBA North only)	July 2000 – September 2002	Some interoffice circuits were not counted in IOF. Process will be corrected with the November 2002 data month.

BI-2 Timeliness of Carrier Bill

Product	Month(s)	Comment
Resale, UNE BI-2-01 (fBA North only)	July 2000 – September 2002	Issue previously documented in the July 25, 2002 and August 23, 2002 letter did not accurately describe the issue or the states involved; the issue stated that corrected bills were erroneously excluded from the metric, rather than erroneously included in the metric and identified the states affected as including the fBA South states when only the fBA North states were affected.

Resale, UNE BI-2-01 (DC, DE, ME, MD, NH, NJ, VA, VT, WV)	March 2002 – April 2002	A Test CLEC ID was included in error. Process was corrected with the May 2002 data month.
Resale, UNE BI-2-01 (DC, ME, MD, NH, NJ, VA, VT)	March 2002	A small number of records were not captured by the new system. Process was corrected with the April 2002 data month.

MR-2 Trouble Report Rate**MR-3 Missed Repair Appointments****MR-4 Trouble Duration Intervals****MR-5 Repeat Trouble Reports**

Product	Month(s)	Comment
Resale POTS, UNE Platform MR-2-02, 2-03, MR-3-01, 3-02, MR-4-02, 4-03, 4-08, MR-5-01 (DE, DC, MD, NH, VA, WV,)	July 2000 – August 2002	UNE platform troubles and line counts that carried reseller IDs were improperly classified as resale. Process was corrected with the September 2002 data month.

MR-2 Trouble Report Rate**MR-3 Missed Repair Appointments****MR-4 Trouble Duration Intervals****MR-5 Repeat Trouble Reports****PR-6 Installation Quality**

Product	Month(s)	Comment
Resale, UNE, Retail Specials MR-2-01, MR-4-01, MR-4-08, MR-5-01, and PR-6-01 Numerator (fBA-South only)	July 2000 – November 2001	Issue previously documented in the January 25, 2002 cover letter incorrectly stated that some UNE Specials troubles were incorrectly included in Resale Specials troubles. In fact, some UNE Specials troubles were incorrectly excluded from UNE Special metrics.
Resale, Retail 2 Wire Digital, UNE Platform, UNE Loop MR-2, MR-3, MR-4, MR-5, PR-6 UNE 2 Wire Digital, xDSL, Resale, Retail POTS MR-2-02, 2-03 Denominator (DC, DE, MD, NH, VA, WV)	July 2000 – June 2002	Issue previously documented in the July 25, 2002 cover letter did not include Resale and Retail 2 Wire Digital, and Resale, Retail POTS Denominator MR-2-02 and 2-03.

West States:**PO-2 OSS Interface Availability**

Product	Month(s)	Comment
PO-2 OSS Interface Availability	April 2002 – August 2002	Some outages were incorrectly excluded from the metric. Process was corrected with the September 2002 data month.

MR-2 Trouble Report Rate**MR-3 Missed Repair Appointments****MR-4 Trouble Duration Intervals****MR-5 Repeat Trouble Reports****PR-6 Installation Quality**

Product	Month(s)	Comment
Resale, UNE, Retail Specials MR-2-01, MR-4-01, MR-4-08, MR-5-01, and PR-6-01 Numerator (VA only)	June 2002-September 2002	Some special service line counts and troubles were excluded from the fGTE VA and included fBA VA metric. Process will be corrected with the October 2002 data.

NP-2 Collocation Performance

Product	Month(s)	Comment
Trunks, UNE Collocation NP-2-05 All states except CA, FL, NC	July 2000 – August 2002	Intervals were calculated using an incorrect start date. Process was corrected with the September 2002 data month.